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ABSTRACT

This document describes Arizona's 1990 child care resource and referral plan. The report consists of two parts. Part I offers an overview of child care needs in the state. It addresses the availablity, quality, and cost of child care and describes referral services for parents. Part II defines child care resource and referral (CCR&R) services. It describes a system that calls for CCR&R services throughout the state to serve all parents and refer to all forms of child care. The model of the system is discussed in terms of: (1) service delivery areas and costs related to sizing the system; (2) roles and responsibilities of the lead agency, of local CCR&R agencies, and of the Child Care Resource and Support Center; (3) service standards, such as eligibility requirements of local CCR&R agencies; and (4) accessibility standards, including fee policy. Part II also identifies core and ancillary services to be purchased by the state's Department of Economic Security (DES) through the request-for-proposal process. These services will serve families in the six DES-defined districts across the state. Appendices provide a glossary and related tables. (RH)

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THE ARIZONA CHILD CARE RESOURCE AND REFERRAL PLAN

Developed for:

The American Express Foundation
The Arizona Governor's Office for Children

By:

Children's Action Alliance

1990

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ACKNOWLEDGEMENTS

The development of the Arizona Child Care Resource and Referral (CCR&R) Plan was made possible through the vision and funding commitment of the American Express Foundation. Over the past three years, American Express has given $2.2 million to improve the availability, affordability and quality of child care in states, like Arizona, in which American Express has a significant presence. The Arizona Governor's Office for Children committed federal Dependent Care Grant funding to the Project, as well, and has made a continuing commitment to provide funds to the Department of Economic Security for the first year of implementation of the Plan. On behalf of Arizona's families, the Child Care Resource and Referral Project expresses sincere thanks to American Express and the Office for Children.

The Project also acknowledges and thanks Irene Gorman, Director of Operations Training for American Express in Phoenix, who chaired the Advisory Committee, and Patty Siegel, Executive Director of the California Child Care Referral Network, who served as an American Express consultant to the Project, bringing a national perspective to the work. Their contributions were significant.

A special word of thanks goes to the members of the Work Group who represented the state agencies and private agencies and organizations most interested in seeing a workable plan developed and funded to serve Arizona families. The Work Group members met frequently and helped craft all of the Plan's components.

Thanks also to members of the Advisory Committee, which represented business, education, social service, planning and funding organizations. They reviewed the Plan at several intervals and provided advice to the Work Group and staff. In addition, many Advisory Committee members met individually with staff to provide information needed to clarify current services and to develop an effective new service delivery system.

We believe this Plan models the potential for ongoing public-private partnerships to address and solve the child care needs in Arizona. Sincere thanks to everyone who participated in the Plan's development.

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CHILD CARE
RESOURCE AND REFERRAL PLAN

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The American Express Foundation
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By: Children's Action Alliance

Carol Kamin, Ph.D., Executive Director
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THE ARIZONA CHILD CARE RESOURCE AND REFERRAL PLAN

EXECUTIVE SUMMARY

Developed for:

The American Express Foundation
The Arizona Governor's Office for Children

By:

Children's Action Alliance

1990

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EXECUTIVE SUMMARY

Arizona families find it difficult to locate quality, affordable, child care. Information about nationwide child care needs provides clues to the problems in Arizona: By March 1988, 65% of all women with children under eighteen worked outside the home, with the greatest increase in labor force participation found among married women with preschool children. It is projected that by the year 2000, 80% of women in their prime childbearing years (25-44) will participate in the work force.

A number of states have found child care resource and referral systems (CCR&R) to be a cost-effective, successful strategy to address child care needs. Not only do they help parents find child care, but they also help to increase supply and promote the improvement of quality. To help Arizona join those states, the American Express Foundation and the Governor's Office for Children have funded Children's Action Alliance to develop a Child Care Resource and Referral Plan for the state.

This Plan is organized into two parts. Part I gives an overview of child care needs in Arizona. It addresses the availability, quality and cost of child care, along with a summary of currently available referral services for parents.

Part II provides a definition of child care resource and referral (CCR&R) services. It describes the system, which calls for CCR&R services throughout the state to serve all parents and refer to all forms of child care. It identifies core and ancillary services to be purchased by DES through the request for proposal process, to serve families within the six DES-defined districts, which cover the state.

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Part I
Child Care Resource and Referral: Why Do We Need It?

Most women work from economic necessity. Fifty-eight percent of all working women are either single (never married), divorced, separated or widowed or have husbands who make less than $15,000 per year. Thirty-five percent more families would be below the poverty line if both parents did not work. Arizona families, particularly those with working mothers, need a service which will link them with quality, affordable child care.[1]

Current labor force participation by women is estimated by the U. S. Department of Labor to be 63%. The National Commission on Working Women projects labor force participation by women to be 67% for the birth-five age group and 80% for the six-twelve age group in 1995. Other sources predict that by the year 2000, the participation of working women will be around 61% for the birth-fourteen age group.[2] The best we can say at this time is that the number of working mothers will increase over the next ten years, as will the number of children needing child care.

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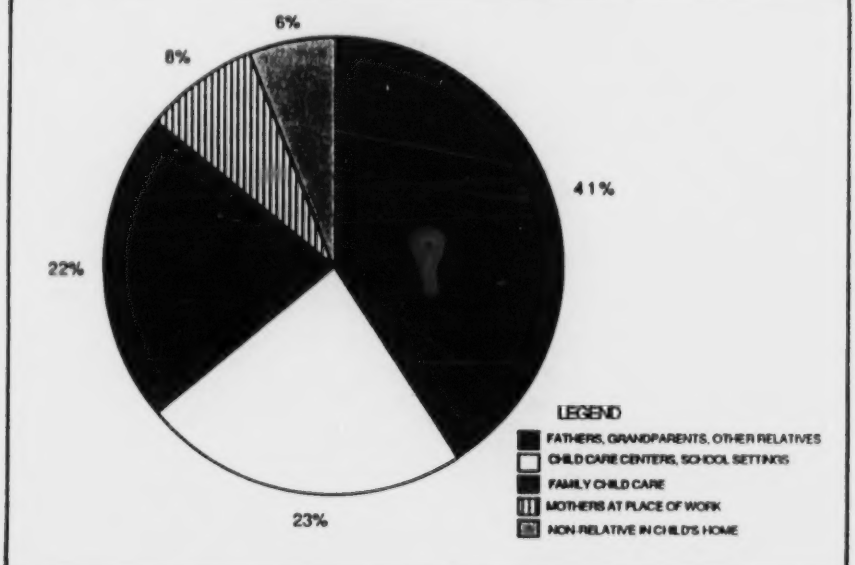
Availability

When a family needs child care, that need is met in a variety of ways. At the national level, for the more than 11 million children under 6 who have working mothers, the following arrangements are made:[3]

* Approximately 41%: by fathers, grandparents or other relatives.
* 23%: in child care centers or school settings.
* 22%: by a nonrelative in that person's home, a system known as family child care.
* 6%: by a nonrelative in the child's own home.
* Approximately 8%: by mothers at their place of work.

TABLE 1

CHILDREN UNDER 6 WITH WORKING MOTHERS CHILD CARE ARRANGEMENTS(1)



Arizona now has 455,010 children between birth and twelve with mothers who work.

In 1990, Arizona had approximately 455,010 children with working mothers--206,000 under six years of age and 250,000 between the ages of six and twelve.[4]

The following licensed center care and state-related family child care are available to meet the needs of these children:

* approximately 90,000 spaces in 1,100 licensed centers (enough for 20% of the children), and,

* approximately 8,000 spaces in state-related family child care homes (enough for 2% of the children).

The remaining 78% of Arizona's children are found in unknown numbers with relatives; in other unregulated, lawful family and center programs; in in-home care; with their mothers at work, and in family child care homes operating unlawfully.

Quality

As parents become more sophisticated consumers, they increasingly recognize that both child care and quality early childhood education should be available in one program. Quality early childhood programs can be identified. Quality programs employ trained teachers and caregivers. They provide adequate compensation to staff; turnover rates of caregivers is low. Programs provide developmentally appropriate activities for the children. Low staff-child ratios and small group sizes are maintained within a certain range depending on the age of the child. They provide children with an educational environment in which to learn.

Arizona does not compare well with other states in a number of quality factors including staff-child ratios, group sizes, staff training and staff wages. National standards for assessing quality in child care have been established for both center child care and family child care, and for individual caregivers. These standards are available from the National Association for the Education of Young Children (NAEYC)[5] and the National Family Day Care Association (NAFDC).[6]

Regulation is a strategy to assure a minimum level of quality in child care. In Arizona, the following are regulated:

* Child Care Centers. Child care facilities caring for five or more children are licensed by the Arizona Department of Health Services, Office of Child Day Care Licensing. Licensed centers accepting government-subsidized children have a contractual relationship for child care services with the Department of Economic Security.

* Group Day Care Homes. Residential facilities (homes) which provide care for five to ten children are certified

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by the Arizona Department of Health Services. Homes accepting subsidized children have a contractual relationship for child care services within the Department of Economic Security.

* Family Child Care. Homes with four or fewer children in care which accept state-subsidized children are certified by the Arizona Department of Economic Security.

Care provided for four or fewer children, not related to the provider, in the provider's own home, is not regulated in our state. These homes are, however, subject to DES certification in order to accept government-subsidized children for care. Several other categories of care are exempt by law from regulation.

Cost

The cost of child care can consume a large portion of a working parent's salary. The 1990 "Child Care Local Market Rates Survey," conducted by the Department of Economic Security, reports a range of $3,237 to $3,770 per year for center care statewide.[7] At a cost of $62.50/week for a three year old, a minimum wage worker would pay more than 40% of his or her income for child care.

On the other hand, because child care is a costly, labor-intensive service, child care programs find it difficult to generate enough income to pay staff adequate wages. Often child care workers subsidize the child care system through low wages; many work a second job in order to make ends meet.

The state of Arizona currently subsidizes (from both federal and state dollars) the cost of child care for an estimated 20,500 children, at a cost of $22.9 million dollars.[8] Under the Family

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Support Act of 1988, child care subsidies will become available for more families. Pending federal legislation includes funds to help more low income parents pay for child care.

Pending federal legislation will help more low income families pay for child care.

Where Do Parents Turn for Help?

In Arizona, at the present time, parents find it very difficult to find child care. It is even harder to find quality child care in the geographical areas where it is needed, at the times parents need it and at a price they can afford.

During the past twenty years, community based agencies have helped parents by providing child care resource and referral services in Maricopa and Pima counties. These agencies link parents with child care in the community; when care is lacking, the agencies help stimulate the development of the needed care.

The number of center spaces available is consistent with that found in other parts of the country. Regulated home care, however, is lacking, as is infant/toddler care, evening/night time care, and care for children with special needs.

Across the country, child care resource and referral systems and agencies have been established to address needs like those which have been identified in Arizona. The key to their success has been the ability to:

* help parents find quality, affordable child care,
* generate new sources of care to meet parent demand,
* improve quality through training of caregivers, heightened parent awareness of quality indicators, and establishment of standards,

* develop and make available resources to help parents pay for child care,

* provide data to planners and decision makers regarding all aspects of child care in their states.

The need in Arizona is for child care to be available in sufficient quantity, of the quality children need and variety parents want, at prices families can afford.

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Part II
Child Care Resource and Referral: The Plan for Arizona

Child Care Resource and Referral: A Definition

Child care resource and referral (CCR&R) is a service which matches parents seeking child care with the child care services they want and need for their families. CCR&R generates information about parent demand and identifies existing child care resources. It also helps to stimulate the development of new resources.

Some CCR&R services are attached to larger organizations such as the YMCA, family services agency or United Way. Some are separate and define themselves as CCR&R agencies.

Child Care Resource and ReferralSystem for Arizona

The Arizona Child Care Resource and Referral System will be administered by the Department of Economic Security which will establish the framework, procedures, implementation timeline and request for proposal (RFP) process to develop the system. Service delivery areas (SDAs) are the six DES districts.

Initial funding will be provided through an existing federal Dependent Care Block Grant to the Governor's Office for Children for the purpose of resource and referral. Beyond the first year, it is expected that a variety of federal, state and private resources will be utilized to fund the system.

Recognizing the availability of limited resources and the pressing need for effective service delivery to families, the first

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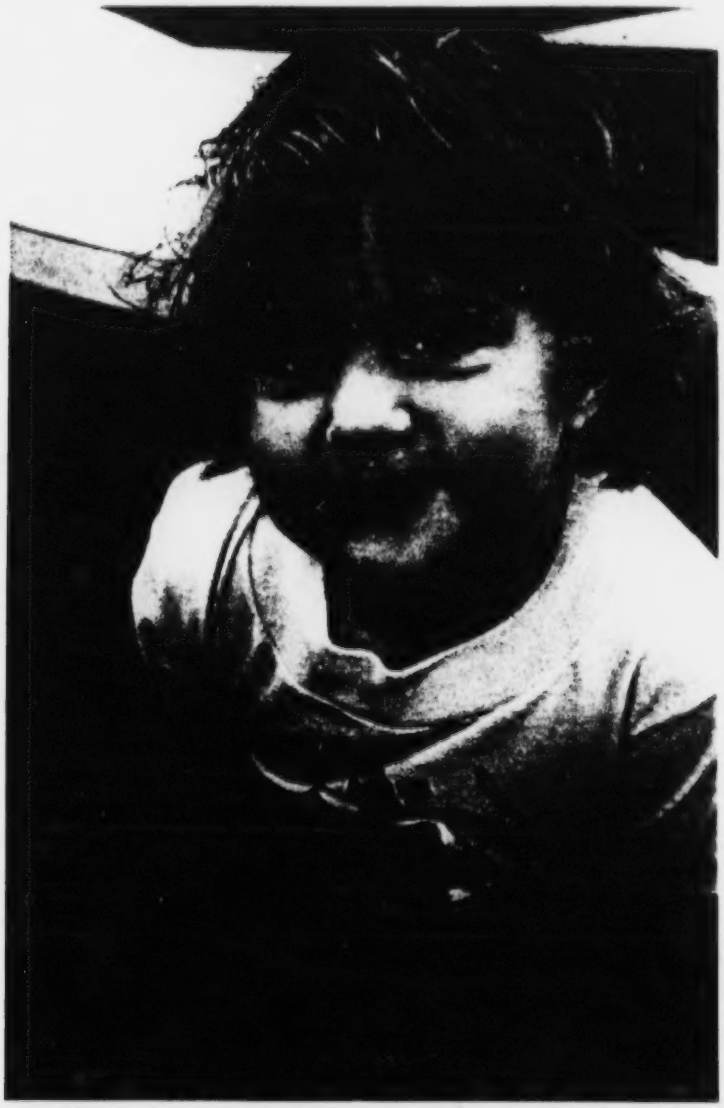
priority for implementation will be the funding of local community organizations to provide the child care resource and referral services in the service delivery areas. The number of agencies to deliver of services will depend on responses to RFPs and selection of appropriate agencies within the service delivery areas.



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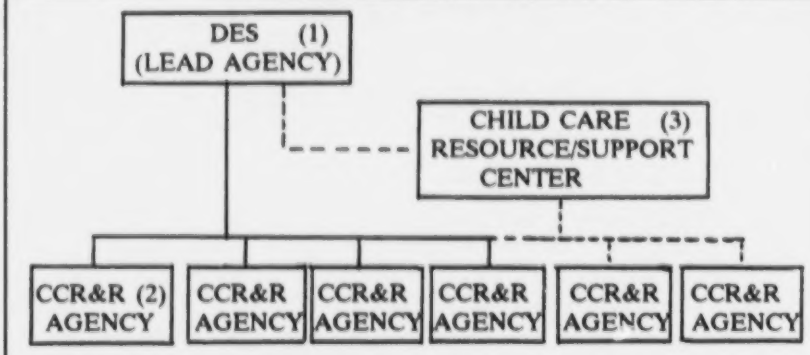
The Model

Table 2 illustrates the model for the Arizona Child Care Resource and Referral system. The Arizona Department of Economic Security is identified as the lead agency; community based organizations will deliver the services; and, when appropriate, a resource/support center will be funded to develop resources and to provide support services within the system.

TABLE 2

THE ARIZONA CHILD CARE RESOURCE AND REFERRAL DELIVERY SYSTEM



(1) The Lead Agency, the Department of Economic Security, will provide government funding to the local CCR&R agencies and the Child Care Resource/Support Center. It will monitor contracts with these entities, provide technical assistance, and collect and analyze data.

(2) An as-yet-undetermined number of community-based CCR&R agencies will deliver the resource and referral services, referring parents to all forms of care, developing child care resources, collecting and reporting data and participating in local child care planning efforts. The local CCR&R will receive core funding from DES, possible supplemental funding from the Child Care Resource/Support Center when it is in place, or from other private sources. In addition, local CCR&Rs may establish and maintain their own corporate or other contracts and will be encouraged to engage in their own fundraising efforts.

(3) When established, the Child Care Resource/Support Center will seek funds from private sources for use within the CCR&R system. It will carry out such functions as coordinating statewide training, developing materials for statewide use, developing strategies for recruitment, and participating in statewide planning.

Sizing the System: Service Delivery Areas and Costs

The DES structure for organization of services, a set of six districts comprised of the fifteen Arizona counties, will be used for the CCR&R system. The counties and districts are shown on Table 3.

Chapter 275, ARS 41-1967, calls for the implementation of statewide CCR&R services between 1991 and 1993. The precise schedule for implementation will be established by DES. It is important to recognize this plan presents estimated projections of how the system will be developed, and is subject to change.

In developing strategies for implementation of the system, the population, geography and service needs of the six DES districts were reviewed. Information about experiences of other states was also considered.

The following guidelines were developed:

1. Each of the six districts will have one main contracted site.

2. To provide accessibility, depending on the population and geography of the district, each district will have at least one secondary site.

3. In rural areas, main sites will be provided basic funding of $75,000 per year and $50,000 for secondary sites.

4. In the state's two urban areas, main sites will be provided basic funding of $150,000. In addition, Maricopa County contractor(s) will be provided up to a total of $350,000 for secondary sites; Pima County contractor(s) will be provided up to a total of $100,000 for secondary sites.

Based on these guidelines, when fully operational, the annual level of public funding is expected to be $1.3 million.

TABLE 3
ARIZONA POPULATION BY COUNTY(1) AND DES DISTRICT WITH ESTIMATED COSTS FOR CHILD CARE RESOURCE AND REFERRAL

DISTRICT	1990 ESTIMATED POPULATION	ESTIMATED CCR&R COSTS
I Maricopa	2,132,975	$500,000
II Pima	692,371	250,000
III Yavapai Coconino Apache Navajo	355,900	175,000
IV Yuma La Paz Mohave	204,947	125,000
V Gila Pinal	157,754	125,000
VI Graham Greenlee Santa Cruz Cochise	170,326	125,000
	3,714,273	Annual $1,300,000

(1) "Baseline Projections," Mountain West Research, June 6, 1989, DES.

In Conclusion

To keep a competitive edge today, our population of working parents must be able to focus attention on their work without being consumed with anxiety over what is happening to their children. Children, on the other hand, need to participate in environments and experiences which promote their optimal development.

With the high number of children being cared for by someone other than their parents, it is essential that all sectors of our society play a role to ensure that choices of child care and good early childhood education be made available to everyone.

It is expected that the Arizona Child Care Resource and Referral system will contribute greatly to the economic development of our state by helping working parents find the child care choices they need. The Plan is intended to ensure that the child care resource and referral system will:

* serve parents of all socioeconomic groups and be responsive to their individual family needs,
* be accessible to parents through telephone and walk-in facilities,
* refer to all forms of lawful child care,
* maintain ongoing relationships with all local groups interested in child care,
* help match developing child care resources with the needs of local communities,
* participate in local and state planning councils,
* collect and share data with human service and data collection agencies.

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ENDNOTES

1. "Women, Work and Child Care," (Washington D.C., National Commission on Working Women of Wider Opportunities for Women, May 1989).

2. Handbook of Labor Statistics, 1985, Tables 4 and 5; and unpublished data, (U.S. Bureau of Labor Statistics, 1985).

3. "Child Care Arrangements Winter 1984-85, Current Population Reports," (Washington: U.S. Bureau of the Census, 1985), p. 70.

4. "Baseline Projections," op. cit.

5. Accreditation Criteria and Procedures of the National Academy of Early Childhood Programs, (Washington D.C.: National Association for the Education of Young Children, 1984).

6. National Family Day Care Association, Washington D.C.

7. "Child Care Local Market Rates Survey," (Arizona: Department of Economic Security, State of Arizona, February 1990).

8. Arizona Department of Economic Security.

INTRODUCTION

Changes in the American workplace, coupled with changes in the structure of the American family, profoundly impact the lives of Arizona families. These changes affect the competence and productivity of the workforce and cause us to question how our future is being shaped. In our search for strategies to assure excellence on the job and satisfaction in other aspects of our lives, it has become clear that parents' inability to find quality, affordable child care for their children is a major problem.

Recognizing the magnitude of the problem in Arizona, in 1989, the American Express Foundation and the Governor's Office for Children commissioned the Children's Action Alliance to establish the Arizona Child Care Resource and Referral Project. The purpose of the Project is to develop a framework and attract funding for services to help families find necessary child care.

A work group was established which met between December 1989 and August 1990 to develop the Arizona Child Care Resource and Referral Plan. The work group consisted of representatives from: The Department of Economic Security (DES), the Department of Health Services (DHS), the Department of Education (ADE), existing child care resource and referral agencies, and child care center and family child care provider groups. In addition, a broadly based advisory committee was formed to review and provide input to the Plan.

The Plan is organized into two parts. Part I gives an overview of child care needs in Arizona. It addresses the availability, quality and cost of child care, along with a summary of currently available referral services for parents.

Part II provides a comprehensive definition of child care resource and referral (CCR&R) services. It describes the planned system of CCR&R services throughout the state to serve all parents and refer to all forms of child care. It identifies core and ancillary services to be purchased by DES through the request for proposal process, to serve families within the six DES-defined districts which cover the state.

When fully implemented, the Arizona Child Care Resource and Referral system will:

* help parents identify child care programs responsive to family needs,

* expand the supply and increase the accessibility of child care programs,

* help public and private sectors improve the quality of child care,

* collect, maintain, analyze and publish data on child care demand and supply.

Services emanating from this system may be both public and private which meet the needs of diverse audiences, including, but not limited to:

* parents--to help parents find, select and maintain appropriate child care,

* child care providers--to increase provider access to training and consultation and to promote adequate pay,

* employers--to help employers develop cost-effective solutions to meet the child care needs of their work forces,

* communities--to help communities expand and improve their child care systems,

* state and local governments--to help develop child care policies based on reliable statewide data.

It is our hope that this plan will provide Arizona's policy makers the tools to ensure that ultimately all of Arizona's working parents will have the necessary information to help them find quality, affordable child care.

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PART I

CHILD CARE RESOURCE AND REFERRAL:

WHY DO WE NEED IT?

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An Overview of Child Care in Arizona

A brief look at nationwide child care needs provides clues to the needs in Arizona. By March 1988, for example, 65% of all women with children under 18 worked outside the home, with the greatest increase in the rate of labor force participation being married women with preschool children.[1] In 1988, 57% of mothers with children under six worked (up from 12% in 1950), and more than half (51%) of mothers of infants were at work before their babies were a year old. It is projected that by the year 2000, 80% of women in their prime childbearing years (25-44) will participate in the workforce.

Most women work from economic necessity. Fifty-eight percent of all working women are either single (never married), divorced, separated or widowed or have husbands who make less than $15,000 per year. Thirty-five percent more families would be below the poverty line if both parents did not work.

Most women work from economic necessity.

With the goal of improving families' access to quality, affordable child care, the establishment of child care resource and referral services around the country is a strategy that works. Participants in the Arizona Child Care Resource and Referral Project propose this strategy for Arizona, as well.

The need for child care for working parents is framed within three major issues: availability, quality and cost. Utilizing this framework, this section of the Child Care Resource and Referral Plan will present Arizona's current child care need. The focus will be on center child care and family child care, which serve most of Arizona's families. This will be followed by a description of current referral services available to help parents find child care.

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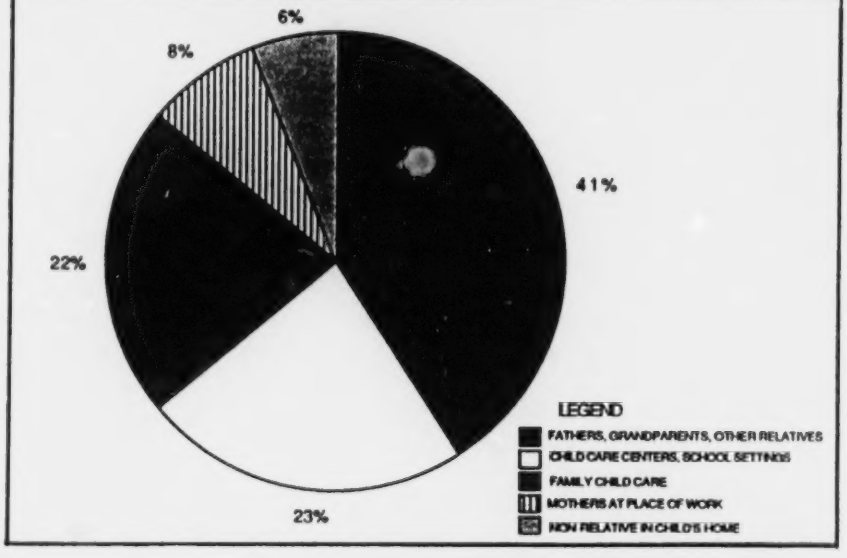
Availability

When a family needs child care, that need is met in a variety of ways. At the national level, for the more than 11 million children under six who have working mothers, the following arrangements for care are made:[3]

* Approximately 41%: by fathers, grandparents or other relatives.
* 23%: in child care centers or school settings.
* 22%: by a nonrelative in that person's home, a system known as family child care.
* 6%: by a nonrelative in the child's own home.
* Approximately 8%: by mothers at their place of work.

TABLE 1
CHILDREN UNDER 6
WITH WORKING MOTHERS
CHILD CARE ARRANGEMENTS



The need for child care increases as more women enter the work force; at the same time the pool of caregivers dwindles. In Arizona, the problem is compounded by the fact that many young families have moved here from another community and

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find themselves struggling alone, far from their parents and other sources of support.

Between 1980 and 1990 the Arizona population increased by 37% to 3.7 million.[3] While some age groups decreased in number, the birth-through-four population increased 15.5%; the five-through-nine population increased 17%; the ten-through fourteen-population increased 12.8%. These increases are expected to continue into the forseeable future at or near the present rate.

To help determine the current need and to project future needs for child care services in Arizona, state population data from Mountain West Research (1989) about the number of children in our state and the number of working mothers is presented in Table 2. The age groupings are adjusted from those presented by Mountain West (ages 0-4, 5-9, 10-13) to meet the needs of this plan (ages 0-5, 6-12).

Arizona now has 455,010 children between birth and twelve with mothers who work.

The number of women of child-bearing age who participate in the work force is increasing as well. Arizona now has approximately 205,010 children under six with mothers who work. In addition, there are approximately 250,000 children between the ages of six and twelve with mothers who work.

Current (1990) labor force participation by women is estimated by the United States Department of Labor to be 63%. Most data sources, however, are reluctant to project percentages beyond 1990; those which are projected are not consistent with one another. The National Commission on Working Women, for example, states that 67% for the birth-five age group and 80% for the six-twelve age group in 1995.[4] Other sources predict around 61% for the birth-fourteen age group in the year 2000.[5] The best we can say at this time is that the number of working mothers and the number of children needing care will increase.

TABLE 2
PROJECTIONS OF CHILD CARE NEED(1)
ARIZONA 1990, 1995, 2000

	1990	1995	2000
ARIZONA POPULATION	3,713,273	4,209,891	4,800,644
NUMBER OF CHILDREN:			
AGE 0-5	360,866	389,788	413,206
AGE 6-12	361,328	428,403	487,455
TOTAL	722,194	818,191	900,651
PERCENTAGE OF WORKING MOTHERS WITH CHILDREN 0-5	57%	Percentages are expected to increase by 1995, then drop back by 2000.(2)	
NUMBER OF CHILDREN 0-5 WITH WORKING MOTHERS	205,694		
PERCENTAGE OF WORKING MOTHERS WITH CHILDREN 6-12	69%	The number of children needing care will increase over the next ten years.	
NUMBER OF CHILDREN 6-12 WITH WORKING MOTHERS	249,316		
ESTIMATED TOTAL CHILDREN NEEDING CARE	455,010		

(1) Population data from: "Baseline Projections," State of Arizona, Mountain West Research, June 6, 1989.

(2) Workforce 2000, Hudson Institute. U.S. Department of Labor, 1987.

Child care need by county and DES district will be found in Appendix B, page 69.

How Many Spaces are Available in Child Care Centers?

In Maricopa County, the major urban area in the state, with more than 2,000,000 residents, the total number of center spaces for children increased from 42,000 in 1987 to 54,500 in mid-1989, an increase of 31% in licensed center spaces.[6] This increase was due in part to the licensing of many school based school-age programs conducted by outside providers (rather than the school district, itself) which had not been licensed before. There was a decrease of 2.9% in the percentage of total spaces for infant and toddler (one year olds) care, the populations with the largest increase in demand.

Lack of data makes it difficult to establish accurately the number of child care center spaces available to serve the number of children who need care. For example, a center may serve children in shifts and be caring for many more children per day than their license would indicate. Or, the center may enroll fewer children than the license allows in order to maintain optimum class size. Approximately 10% of the centers operate part-day preschool programs with no provisions for child care; approximately 13% serve part-day schoolage children only.[7] The issue is further clouded by the fact that many families utilize more than one child care setting per day.[8]

In fulfilling requirements of the federal Family Support Act of 1988 (Welfare Reform), the Department of Economic Security conducted a market rate survey of child care centers and family child care homes in the state. While 25% of the centers which responded to the survey indicated they care for infants and one-year olds, fewer than 3% of the child care spaces are designated for infants and fewer than 7% for one-year olds.[9] In a number of centers, 5-10% of the licensed spaces are left vacant to provide staff-child ratios, group sizes and square footage which exceed state requirements.

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Thus, out of a total of 90,000 spaces, approximately 65,000 spaces were available for children needing full-day child care. See Table 3.

TABLE 3
ARIZONA LICENSED CENTER CARE
DECEMBER 1989(1)

TOTAL LICENSED CENTERS:	1,100
TOTAL LICENSED CENTER SPACES:	90,000
10% Part-Day Preschool	9,000
13% Part-Day School Age	11,700
5% Under-enrolled	4,500
72% Available for Full-Day Care	64,800
TOTAL LICENSED SPACES	90,000

(1) Arizona Department of Health Services, December 1989.

Identification of available center care, by DES district and county, is found in Appendices C and D, pages 71 and 73. Of particular concern is the lack of resources in rural counties, and the lack of choice for parents seeking infant/toddler care, care in the evenings or night time and care for children with special needs.

How Many Spaces are Available in Family Child Care?

Nationwide, child care is provided in family child care settings approximately five times more frequently than in center settings.[10] Family child care serves a significant, but undocumented, number of children in Arizona, as well. Many are cared for in lawful, unregulated homes with four or fewer children. Many others are cared for in homes with five or more children. To date, seventeen homes caring for five to ten children have been certified as group day care homes by the Department of Health Services (a change goes into effect September 1990 which allows up to twelve children in care);[11] other homes caring for more than four children not related to the provider operate outside the law.

Table 4 shows an unduplicated count of family child care in Arizona under the auspices of three state agencies. The Department of Economic Security certifies homes which accept government subsidized children; the Arizona Department of Education approves homes for participation in the Child and Adult Care Food Program; and the Department of Health Services certifies Group Day Care Homes.

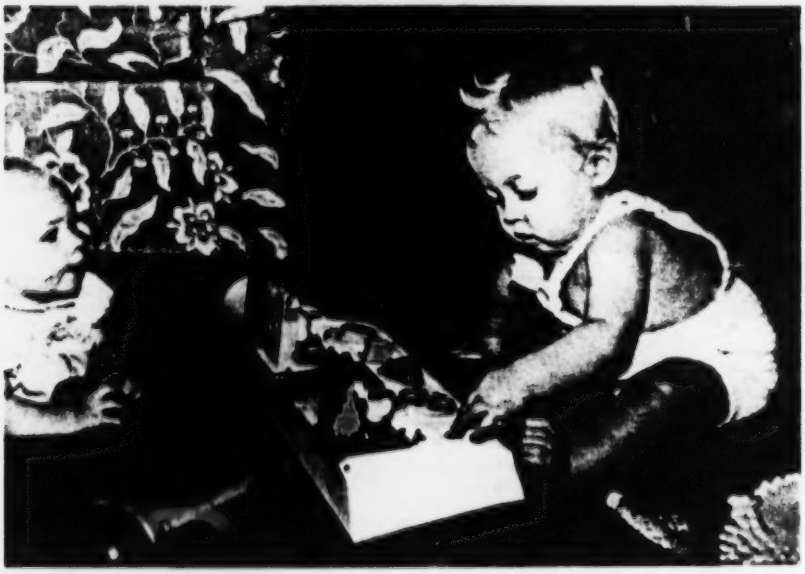

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TABLE 4
STATE-RELATED FAMILY CHILD CARE
ARIZONA 1990

DEPARTMENT OF ECONOMIC SECURITY (Homes for government-subsidized children, January 1990)		
1,184	homes x 4 spaces =	4,736
DEPARTMENT OF EDUCATION (Homes participating in the Child and Adult Care Food Program, January 1990)		
1,809	homes x 4 spaces =	7,236
Less 60% duplicate of DES		
−1,085	homes x 4 spaces =	−4,340
DEPARTMENT OF HEALTH SERVICES (Homes caring for 5-10 children, July 1990.)		
17	homes x 10 spaces =	170
TOTAL 7,925 HOMES	TOTAL SPACES =	7,802

Certified family child care and DES family and in-home child care by DES district and county can be found in Appendix E, page 75.

Data comparable to the national percentages on page 8 are not available for Arizona. What can be said, in summary, is that in 1990, for the 455,010 children birth through age twelve with mothers who work, the following care is available:

* approximately 90,000 spaces in 1100 licensed centers (enough for 20% of the children), and,

* approximately 8,000 spaces in state-related family child care homes (enough for 2% of the children).

The remaining 78% of Arizona's children are found in unknown numbers with relatives; in other unregulated, lawful family and center programs; in in-home care; with their mothers at work; and in family child care homes operating unlawfully.

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Quality

As parents become more sophisticated consumers, they increasingly recognize that both child care and quality early childhood education should be available in one program. If they find care, many are still not satisfied because they feel the their children's needs for quality educational experiences are not being met.

We know what quality programs look like.

How Can We Recognize Quality in Child Care Centers?

We know what quality programs look like. Quality early childhood programs employ trained teachers and caregivers. They provide adequate compensation to staff; turnover rates of caregivers is low. Programs provide developmentally appropriate activities for the children. Low staff-child ratios and small group sizes are maintained within a certain range depending on the age of the child. Staff frequently talk with and interact with children according to certain recognized styles of communication. They provide children with an educational environment in which to learn.[12]

A recent national study of child care staff conducted in five cities, including Phoenix, revealed that the most important predictor of quality in child care among the adult work environment variables was staff wages.[13] In Phoenix, the average hourly wage was $4.45, $0.90 cents an hour less than the $5.35 for the full sample. In addition, 50% of the teaching staff in Phoenix, compared with 25% of the full sample, worked a second job to supplement their income.

Research demonstrates that it is important to maintain continuous relationships between children and caregivers; high turnover rates have a negative impact on the quality of child care. Findings of the staffing study indicate that teachers earning the lowest wages are almost twice as likely to leave

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their jobs as those earning the highest wages. The turnover rate for teaching staff earning $4/hour or less was 57% compared with 27% for those earning over $6/hour. In Phoenix, the turnover rate for teaching staff was 64% compared with 41% in the full sample.

The nation's oldest and largest early childhood organization is the National Association for the Education of Young Children (NAEYC). NAEYC sponsors a national, voluntary accreditation system for all types of center-based early childhood programs.[14] NAEYC's accreditation program is recognized as the standard for center care. Fifty-five centers in Arizona, or 5%, are currently accredited. Individual teachers can receive a Child Development Credential (CDA) through the Early Childhood Council on Early Childhood Professional Recognition, endorsed by NAEYC.[15]

Table 5 compares the NAEYC recommended staff-child ratios[16] with those currently in place in Arizona. The NAEYC recommended group sizes are shown as well. Arizona does not regulate group size; however, group size is an indicator of quality, as well.

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TABLE 5
A COMPARISON OF NAEYC AND ARIZONA STAFF CHILD RATIOS IN CHILD CARE CENTERS 1990(1)(2)

AGE	AZ RATIO	NAEYC RATIO	NAEYC GROUP SIZE
Infants	1:5 or 2:11	1:3	6
		1:4	8
One's	1:6 or 2:13	1:3	6
		1:4	8
		1:5	10
		1:4	12
Two's	1:8	1:4	8
		1:5	10
		1:6	12
Three's	1:13	1:7	14
		1:8	16
		1:9	18
		1:10	20
Four's	1:15	1:8	16
		1:9	18
		1:10	20
Five's	1:20	1:8	16
		1:9	18
		1:10	20
6 and up	1:20	1:10	20
		1:11	22
		1:12	24

(1)Accreditation Criteria and Procedures of the National Academy of Early Childhood Programs, NAEYC, 1984.
(2)Arizona Department of Health Services, Chapter 5, "Child Day Care Centers," 1988.

According to NAEYC, the smaller staff-child ratios and smaller group sizes are preferred (for example: one staff to three infants in a group of six). Larger group sizes and higher ratios are acceptable only in cases where staff are highly qualified.

How Can We Recognize Quality in Family Child Care?

Parents are concerned about quality in family child care, as well. The issues are the same as for center care: adequate compensation, training and support services for the caregivers; developmentally appropriate activities for the children; low staff-child ratios and small group size; and recognition of the caregiver's value in our society. Because Arizona does not regulate most family child care, many family caregivers are not trained and monitored. Family caregivers often lack technical assistance needed to run a small business in their homes.

Quality standards for family child care can be found in the Child Development Associate credentialling program and through the accrediting process of the National Family Day Care Association.[17]

What is Regulated Child Care?

Regulation is a strategy to assure a minimum level of quality in child care. Around the country, child care regulation takes place in a variety of state or county agencies, is called by various names and has a number of different requirements. Regulation may establish requirements in family child care homes and in centers, such as fingerprinting, background checks, staff-child ratios, numbers of children, numbers of infants and toddlers, fire and health inspections, staff training and program content. Each of these requirements can be found in various configurations in regulations called "registration," "approval," "certification" or "licensing."

* Registration applies to an individual and is designed to record the names of persons who care for children in their home.

* Approval can apply to individuals or programs and provides access to participation in programs which enforce the criteria for approval.

* Certification usually applies to individuals and implies that certain criteria for certification have been met.

* Licensure is the term usually used by state agencies to recognize an individual or program that is permitted by state law and rules and regulations to operate. Licensing rules mandate a basic quality level of care. A fundamental principle of state licensing is fairness and statewide consistency.[18]

How is Care Regulated in Arizona?

Center Care

Licensure: Child care facilities caring for five or more children are licensed by the Arizona Department of Health Services, Office of Child Day Care Licensing.

Licensed child care centers accepting government-subsidized children have a contractual relationship for child care services with the Department of Economic Security.

Licensed centers may participate in the federal Child and Adult Care Food Program (CACFP), administered through the Arizona Department of Education. An alternate approval system exists for centers which are exempt from licensing. (See "Definition of Terms" for an explanation of this program.)

Group Day Care Home Care

Certification: Residential facilities (homes) which provide care for five to ten children are certified by the Arizona Department of Health Services. A second caregiver is required when six to ten children are in care. New legislation, passed in 1990, allows the number of children in care to be increased from 10 to 12, with a maximum of 15 including one's own, September 1990.

Family Child Care

Certification: Homes with four or fewer children in care which accept state-subsidized children are certified by the Arizona Department of Economic Security.

Approval: DES-certified homes or those homes that are unregulated may choose to participate in the federal Child and Adult Care Food Program (CACFP). These homes must be approved by the Arizona Department of Education, after application through a CACFP sponsor. An alternate approval system for participation in CACFP is available for homes which have not been certified by DES.

In-Home Care

Certification: The Department of Economic Security certifies caregivers to provide care in a child's own home.

In addition, each established child care resource and referral agency has its own requirements and procedures for certifying family child care homes to participate in resource and referral services. This process, however, does not constitute regulation, in the true sense of the word.

What Care is Not Regulated in Arizona?

Care provided for four or fewer children, not related to the provider, in the provider's own home, is not regulated in our state.

In addition, according to Arizona Revised Statutes, Title 36, the following care is exempt from state licensing:[19]

* in the homes of parents or blood relatives;

* in religious institutions conducting a nursery in conjunction with its religious services;

* in a unit of the public school system;

* in a regularly organized private school engaged in an educational program which may be attended in substitution for public school;

* in any facility that provides training only in specific subjects, including dancing, drama, music, self-defense or religion; and

* in any facility that provides only recreational or instructional activity to school age children who may come to and go from such facility at their own volition.

Cost

The cost of child care presents a major problem for many Arizona families, as child care can consume a large percentage of a working parent's salary.

What is the Cost of Center Care?

The 1990 "Child Care Local Market Rates Survey,"[30] conducted by the Department of Economic Security, reports a range of $3,237 to $3,770 per year for 52 weeks of center care. At a cost of $62.50/week for a three year old, a minimum wage worker would pay more than 40% of his or her income for child care. Rates in urban areas of the state range from $50 to $125 per week.

A minimum wage worker would pay more than 40% of his or her income for child care.

For-profit centers find it difficult at current rates to a) pay staff adequately, b) provide quality programs for the children, and c) make a profit. Non-profit centers, as well, find it a challenge to make ends meet. Because child care is a costly, labor-intensive service, the effect is that parents must pay high costs for even minimal levels of care, and child care workers actually subsidize the child care system through low wages.

Table 6, summarized from the "Child Care Local Market Rates Survey," illustrates other examples of child care costs for one child in Arizona.

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TABLE 6
MEDIAN COSTS FOR ARIZONA CHILD CARE
(full-week, full-time)
CENTER AND FAMILY CARE
FOR ONE CHILD(1)

CENTER CARE			FAMILY CARE		
AGE	DAILY RATE	ANNUAL COST	AGE	DAILY RATE	ANNUAL COST
0	$14.50	$3,770	0	$11.00	$2,860
1	14.00	3,640	1	11.00	2,860
2	13.00	3,380	2	10.00	2,600
3	12.50	3,250	3	10.00	2,600
4	12.50	3,250	4	10.00	2,600
5	12.45	3,237	5	10.00	2,600
6+ (No School)	12.00	3,120	6+ (No School)	10.00	2,600

(1)"Child Care Local Market Rates Survey," Department of Economic Security, February 1990.

Further information about services and costs can be found in the survey: for example, types of care provided, rates for part-time care and numbers of children on waiting lists by county and DES district.

What Does it Cost for Family Child Care?

According to the "Child Care Local Market Rates Survey," the annual cost of care ranges from $2,600 to $2,860 for 52 weeks of care. The statewide median rate for home care for a full day is $10.[21]

In family child care, although average fees at $50/week statewide are lower than those in centers, the issues mirror those in center care. In legal, unregulated care in Arizona, a family child care provider may care for up to four children in her home. At $50 per week per child, the provider's income can be, at most, $10,400 per year, before expenses. This assumes the home is fully enrolled for the entire fifty-two weeks. In reality, most family child care providers who operate in a legal manner have gross incomes of $8-9,000 a year.[22]

What Sources are Available to Help Parents Pay for Child Care?

Pending federal legislation will help more low income families pay for child care.

The state of Arizona currently subsidizes (from both federal and state dollars) the cost of child care for an estimated 20,500 children, at a cost of $22.9 million dollars.[23] Under the federal Family Support Act of 1988 (Welfare Reform), child care subsidies will become available for more families, and the rate structure for payment for those qualifying under the act will be changed. Pending federal legislation may pass this year. These federal programs will help more low-income parents pay for child care.

Middle-income parents depend on wages, employer subsidies, Dependent Care Assistance Programs (DCAP) through their employers, child support from the spouse, or special funding to their provider through federal and state programs, United Way and corporate gifts.

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Where Do Parents Turn When They Need Help?

Parents base their child care decisions on such practical family considerations as location, cost and transportation, and such other factors as philosophy and program content.

In their search for care, parents seek help from friends, their child's school, community information and referral agencies, co-workers or their employers. Families who are eligible for subsidized child care may seek help from the Department of Economic Security. Some parents contact community-based or for-profit child care referral organizations.

Parents must access specialized services through word of mouth, the media, or through agencies which serve special populations. Care for children with special needs, evening and night time care, and sick child care, as well as nanny and other in-home care, are in very limited supply in most parts of the state. Many programs which offer these services are unaware of referral organizations and therefore do not provide them with information to be included in resource and referral files.

Ideally, referral organizations direct parents to Head Start; Chapter I; summer-camp, school-based, park and recreation and other community programs; as well as to traditional center, family and in-home care.

Another resource for parents seeking care is their employer. Over 60 Arizona employers utilize child care resource and referral services for their employees,[24] and a few employers provide on-site child care and/or make arrangements for employees to have access to sick child care. Most large companies refer employees to a variety of sources they believe will help their employee/parents meet child care needs.

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Community Referral Agencies

During the past twenty years, community-based agencies have provided child care resource and referral services in Maricopa and Pima counties. Through statewide implementation of the Child and Adult Care Food Program and contracts with employers, services in recent years have been extended to Coconino, Gila, Graham, Greenlee, Pinal, Maricopa, Mohave, Pima, Santa Cruz, Yavapai and Yuma counties.

These agencies have been funded from United Way, fees for service, corporate contracts, foundation grants, individual contributions and federal Revenue Sharing grants (which, since 1986, are no longer available).

Between 1986 and 1989 the demand for services more than doubled.[25] However, this increase in demand has not been met with a commensurate increase in public or private dollars.

Existing referral agencies categorize their services as follows:

* Community--those services to families from the general community

* Corporate--those services to families under contracts with employers

* DES--those services to families whose child care costs are subsidized by the government.

At times, referral agencies are unable to provide requested assistance to families. For example, a parent may have requested care for an infant in family child care for three days a week in the center of Phoenix; all efforts by the CCR&R to find care were fruitless. Such parents were referred to other organizations, such as DES or private referral agencies.

During 1980, the referral agencies in Maricopa County did not meet the child care needs of 415 families who sought their help.

Members of the general public frequently call the Community Information and Referral Service (CIRS) for help regarding child care; during 1989 CIRS received 2,072 such calls from within ten of Arizona's fifteen counties.[26] Finally, child care information for parents whose child care costs will be subsidized by the government has been provided throughout the state at local offices of the Department of Economic Security.

Child Care Resources Currently Available Through CCR&R

With limited resources, referral agencies have been trying to meet the growing need for assistance to parents seeking care. When responding to requests for center care, referral organizations have relied on existing licensed or license-exempt care; but to meet requests for family care, like other referral services around the country, they have had to take the initiative to develop the pool of family child care homes.

Currently, community agencies list homes which request to be put in the CCR&R data base. Some providers are DES-certified or approved to participate in the Child and Adult Care Food Program. Others are exempt homes with four or fewer children in care. Approximately 2,500 homes are accessible to parents through community based and for-profit referral services in Arizona.[27]

Some corporate funding has supported the identification and training of family child care providers. However, the high rate of turnover among child care workers has been reflected in a negligible net increase in the availability of home care.

Generally, this problem is found statewide. However, the recruitment and retention of providers has been particularly challenging in Maricopa County, where, in 1989, of 2,101 providers inquiring at referral agencies about participation in referral programs, 129, or 6.1%, actually completed the agencies' processes and became part of their systems.[28]

In states which license family child care, licensed homes automatically become part of the CCR&R data base. Two such states comparable in size to Arizona, Colorado and Minnesota, list 6,000[29] and 10,500 homes,[30] respectively.

Also, in other states with state-funded CCR&R systems, providers on the Child and Adult Care Food Program and those certified for acceptance of government subsidized children automatically become part of the referral system.

Pima County is the one area of our state in which both DES homes and Child and Adult Care Food Program homes are fully available to the resource and referral system.

Arizona is in the early stages of developing a systematic approach to dealing with the child care needs in our state. What has been accomplished thus far has been the result of work by the Arizona Department of Economic Security and several private agencies. The Child Care Resource and Referral Plan presented in Part II builds on their work and addresses current statewide gaps in service.

The need in Arizona, as it is across the country, is for child care to be available in sufficient quantity, of the quality children need and variety parents want, at prices families can afford.

The need in Arizona, as it is across the country, is for child care to be available in sufficient quantity, of the quality children need and variety parents want, at prices families can afford.

PART II

CHILD CARE RESOURCE AND REFERRAL:

THE PLAN FOR ARIZONA

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Child Care Resource and Referral: A Definition

Child care resource and referral (CCR&R) is a service which matches parents seeking child care with the child care services they want and need for their families. CCR&R generates information about parent demand and identifies existing child care resources. However, unlike "information" and referral programs which refer families to existing services only, "resource" and referral programs nurture existing resources and respond to the demand for services which are not available in the community by encouraging and developing supply.

Across the country, child care resource and referral systems and agencies have been established in recent years to address needs like those which have been identified in Arizona. The key to their success has been the ability to:

* help parents find quality, affordable child care,
* generate new sources of care to meet parent demand,
* improve quality through training of caregivers, heightened parent awareness of quality indicators, and establishment of standards,
* develop and make available resources to help parents pay for child care,
* provide data to planners and decision makers regarding all aspects of child care in their states.

According to Morgan and Ryder in their publication, Understanding Resource and Referral Costs: A Functional Cost Analysis Handbook (1989),[31] some CCR&R services are attached to larger organizations such as the YMCA, library,

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family services agency or United Way. Some are separate and define themselves as CCR&R organizations. The CCR&R concept stresses linking and supporting, rather than control, of child care related services and funding streams. CCR&R's are a neutral support system for all forms of child care and all types of sponsoring auspices.

Morgan and Ryder identify the following functional areas, special projects and optional related functions of CCR&Rs:

Functional Areas of Child Care Resource and Referral:

* Management and support services
* Newsletter/publications
* Provider services to the public
* Enhanced employer services
* Enhanced voucher services for government
* Special projects

Types of CCR&R Special Projects:

* Child and Adult Care Food Program
* Vender/voucher programs
* Consultation to employers
* Employer-supported training
* Start-up development for employer contracts
* Separately funded training or consultation for family child care providers and child care center staff
* Specially funded case management

Optional Related Functions Performed by CCR&Rs:

* Child care center operation
* Family child care system operation
* Regulation
* Ownership or management of other direct services

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A Child Care Resource and Referral System for Arizona

The Arizona Child Care Resource and Referral Plan describes a state-wide system of community-based child care resource and referral agencies identified and funded through the Request for Proposal (RFP) process conducted by the Department of Economic Security (DES).

Senate Bill 1205 (ARS 47-1967), passed during the 1990 legislative session, established the Department of Economic Security as the lead agency in the Arizona child care resource and referral system.[32] DES will establish the framework, procedures, implementation timeline and RFP process to develop the Arizona CCR&R system.

The bill also established the time frame for phase-in of the system throughout the state between 1991 and 1993.

Initial funding for the system will be provided through an existing federal Dependent Care Block Grant to the Governor's Office for Children for the purpose of resource and referral. These funds will be transferred to DES for the Arizona child care resource and referral system. Beyond that, it is expected that a variety of federal and state funds will be utilized to fund the system.

Recognizing the availability of limited resources and the pressing need for effective service delivery to families, the first priority for implementation will be the funding of local community organizations to provide the child care resource and referral services in the service delivery areas (SDAs). The number of agencies involved in the delivery of services will depend on responses to RFPs and selection of appropriate agencies within the SDAs. Service delivery areas are the six DES districts.

When funds become available a centralized child care resource support center will be established to develop resources, provide training, technical assistance and other services to the community-based agencies.

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It is expected that the agencies within the child care resource and referral system will:

* serve parents of all socioeconomic groups and be responsive to their individual family needs,
* be accessible to parents through telephone and walk-in facilities,
* refer to all forms of lawful child care (see Appendix A for a definition of lawful care in Arizona),
* maintain ongoing relationships with all local groups interested in child care,
* help match developing child care resources with the needs of local communities,
* participate in local and state planning councils,
* collect and share data with human service and data collection agencies.

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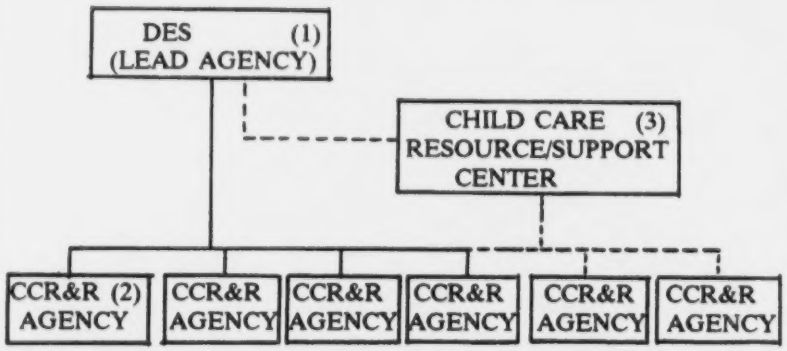
The Model

Table 7 illustrates the model for the Arizona Child Care Resource and Referral system. The Arizona Department of Economic Security is identified as the lead agency; community-based organizations will deliver the services; and, when appropriate, a resource support center will be funded to develop resources and to provide support services within the system.

TABLE 7
THE ARIZONA CHILD CARE RESOURCE AND REFERRAL SERVICE DELIVERY SYSTEM



(1) The Lead Agency, the Department of Economic Security, will provide government funding to the local CCR&R agencies and the Child Care Resource Support Center. It will monitor contracts with these entities, provide technical assistance, and collect and analyze data.

(2) An as-yet-undetermined number of community-based CCR&R agencies will deliver the resource and referral services, referring parents to all forms of care, developing child care resources, collecting and reporting data and participating in local child care planning efforts. The local CCR&R will receive core funding from DES, possible supplemental funding from the Child Care Resource/Support Center when it is in place, or from other private sources. In addition, local CCR&Rs may establish and maintain their own corporate or other contracts and will be encouraged to engage in their own fundraising efforts.

(3) When established, the Child Care Resource/Support Center will seek funds from private sources for use within the CCR&R system. It will carry out such functions as coordinating statewide training, developing materials for statewide use, developing strategies for recruitment, and participating in statewide planning.

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Sizing the System: Service Delivery Areas and Costs

The Child Care Resource and Referral System will use the district system of the Department of Economic Security as its regional areas of service delivery.

The fifteen Arizona counties are grouped within six districts. These districts are shown in Table 8 below. The precise schedule of implementation will be established by the Department of Economic Security based on the need for services, available infrastructure and available resources.

ARS 41-1967 calls for the implementation of statewide service between 1991 and 1993. It is important to recognize that this plan presents estimated projections of how the system will be developed, and is subject to change.

In developing strategies for implementation of the system, population, geography and service needs of the six DES districts were reviewed. Information about experiences of other states was also considered.

The following guidelines were developed for implementation of the CCR&R system in Arizona:

1. Each of the six districts will have one main site.

2. To provide accessibility, depending on the population and geography of the district, each district will have at least one secondary site.

3. In rural areas, main sites will be provided basic funding of $75,000 per year for main sites and $50,000 for secondary sites.

4. In the state's two urban areas, main sites will be provided basic funding of $150,000. In addition,

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Maricopa County contractor(s) will be provided up to a total of $350,000 for secondary sites; Pima County contractor(s) will be provided up to a total of $100,000 for secondary sites.

Based on these guidelines, when fully operational, the annual level of public funding is expected to be $1.3 million.

TABLE 8
ARIZONA POPULATION BY COUNTY(1) AND DES DISTRICT WITH ESTIMATED COSTS FOR CHILD CARE RESOURCE AND REFERRAL

DISTRICT	1990 ESTIMATED POPULATION	ESTIMATED CCR&R COSTS
I Maricopa	2,132,975	$500,000
II Pima	692,371	250,000
III Yavapai Coconino Apache Navajo	355,900	175,000
IV Yuma La Paz Mohave	204,947	125,000
V Gila Pinal	157,754	125,000
VI Graham Greenlee Santa Cruz Cochise	170,326	125,000
	3,714,273	Annual $1,300,000

(1) "Baseline Projections," Mountain West Research, DES, June 6, 1989.

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Roles and Responsibilities of the Lead Agency

As the lead agency in the child care resource and referral system, the Arizona Department of Economic Security will:

1. Develop and issue requests for proposal (RFP) and select community based child care resource and referral agencies.

2. Depending on the availability of resources, develop and issue RFPs and select a statewide child care resource support center.

3. Provide training and technical assistance to local CCR&R agencies.

4. Collect and analyze child care data,

5. Monitor all contracting agencies within the CCR&R system.

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Roles and Responsibilities of Local CCR&R Agencies

Local community-based child care resource and referral agencies will provide the following core services which are considered to be essential, and such optional ancillary services as may be included in the RFP from DES.

1. **Referral Services (Core)**

   A. Provide to parents printed information, such as pamphlets and brochures, about the referral process and what they should look for when selecting child care. The final decision regarding placement rests with the parents.

   B. Provide on-site or telephone counseling with parents seeking child care.

   C. Refer parents to child care resources. Data base listing will include child care resources such as licensed or license-exempt child care centers; state-certified, approved or exempt family child care providers; in-home care programs; sick child care programs; Chapter I programs; park and recreation programs; summer camp programs; school-age programs; public and private school programs--licensed or license-exempt; and other child care related programs.

   D. Conduct follow-up services on a stratified sample basis with parents to determine if their needs were met or if they need additional referrals.

2. **Resource Development (Core)**

   A. Recruit existing resources to become part of the resource and referral data base.

   B. Coordinate, provide or arrange for training of caregivers and child care program administrators.

C. Provide or arrange for technical assistance to caregivers, to child care program administrators or to prospective child care operators.

D. Evaluate effectiveness of recruitment, training and technical assistance efforts.

F. Require detailed information from child care programs about their services in order to be included in the CCR&R data base.

3. **Data Collection and Reporting (Core)**

A. Assemble, maintain and analyze data on provider supply.

B. Record and analyze data on parent demand, using labor force and other information.

C. Record, analyze and report data on referral services provided.

D. Record and report service evaluation data.

4. **Community Education/Involvement (Ancillary)**

A. Encourage the development of new child care resources, including family child care, center care, sick child care, evening and night time care, care for children with special needs, infant/toddler care, care for school-age children, work-site care and in-home care.

B. Conduct media outreach to parents, providers and the community regarding child care issues and services.

C. Provide parent education.

D. Provide outreach and consultation to employers.

E. Promote community involvement in child care resource and referral activities.

F. Advocate increased understanding of the needs of children and families, and improvement in the service delivery of child care services.

G. Provide information to planning councils and participate in local planning efforts.

H. Maintain a listing of community agencies providing child care related information, including training opportunities; provide this information to callers.

5. **Outside Resources and Services Development (Ancillary)**

In addition, local CCR&Rs may:

A. Provide enhanced CCR&R services to employers.

B. Provide enhanced voucher services for government.

C. Conduct such special projects as: Child and Adult Care Food Program, vender/voucher programs, consultation to employers, employer supported training, training or consultation for family child care providers and child care centers, start-up development for employer contracts, or specially funded case management.

D. Conduct fundraising for special projects associated with CCR&R services (for example, recruitment of caregivers) and to support other programs of the CCR&R agency.

Roles and Responsibilities of the Child Care Resource/ Support Center

The statewide child care resource/support center will:

1. Provide ongoing training and technical assistance to local CCR&Rs.

2. Develop informational and marketing publications for use by local CCR&Rs, including printed material about the referral process and what parents should look for when selecting child care.

3. Assist local CCR&Rs in fund raising on state and national levels, from public and private resources.

4. Assist local resource and referral agencies to broker CCR&R services to employers located in more than one geographic area.

5. Maintain liaison with child care systems in other states.

6. Participate in statewide planning efforts regarding child care needs and services.

7. Develop materials which can be used on a statewide basis by local CCR&Rs (for example, parent brochures on choosing child care, TV spots for recruiting providers, booklets on child care services in the state).

Service Standards

Eligibility Requirements of Local CCR&R Agencies

Qualified community-based organizations will provide the resource and referral services in the identified service delivery areas (SDAs). However, as the statewide CCR&R system develops, the state may view some of the conditions cited below as goals to be achieved in a reasonable length of time, rather than preconditions for obtaining a contract. This determination would be made by DES.

1. Organization has an identity in the service delivery area (SDA):

   A. Has a board and/or CCR&R advisory committee comprised of members representing local groups interested in child care, such as: parents, providers, employers, unions, school districts, local governments, United Way, churches in the local SDA.

   B. Recognizes and respects the ethnic and linguistic variety within the service delivery area; maintains data on ethnic composition of census tracks in the service delivery area and selects staff sensitive to the diversity of the SDA's population.

   C. Recognizes and respects the economic and occupational variety within the SDA.

   D. Makes services accessible to the population of the SDA through accessible facilities, adequate phone coverage, publication of services provided.

2. Organization has identified itself and is recognized by the community as an appropriate organization to provide CCR&R services.

   A. Maintains relationships with all types of lawful child care providers, including, but not limited to:

1) associations for family day care homes,

2) agencies sponsoring family day care homes,

3) organizations of center directors/owners,

4) agencies sponsoring day care centers,

5) licensing-exempt child care facilities.

B. Resolves potential conflicts of interest:

1) Provides subcontracts or letters of agreement with smaller CCR&Rs in the SDA.

2) Provides written policy insuring lack of bias in making referrals to competing service providers (if the CCR&R itself provides services in addition to CCR&R).

3) Tracks the number of referrals to affiliated services and to non-affiliated services to document freedom from bias.

4) Is recognized by all segments of the community as an impartial referral source and an impartial planner of child care services; provides letters of support from provider associations and agencies.

5) If a sponsor for the Child and Adult Care Food Program, agrees to refrain from recruiting and enrolling family day care homes on their Food Program which are already participating with another Food Program sponsor.

3. Organization maintains working relationships with appropriate family service agencies in SDA; provides letters of support indicating that the CCR&R's function is understood by other key components of the human service delivery system in the SDA.

4. Organization defines itself and is seen by others as serving all kinds of families and all kinds of providers, regardless of income level, racial and ethnic background, family configuration or program structure.

5. Organization is eligible to receive funds from a variety of public and private sources.

6. Organization has systems of accountability to the community:

   A. Should have a board of directors with terms of office and rotating membership.

   B. Should prepare and publish annual reports.

   C. Should have a system of evaluation which includes feedback from its various constituencies.

   D. Should report to local data collection organizations regarding funding sources, services provided and units of service delivered.

7. Organization employs staff who are knowledgeable of and impartial toward all forms of child care, respectful of all parents' child care choices, have good relationships with providers of all types of care, and who are experienced in working with parents.

8. Organization has the capability to deliver core services.

9. Organization follows practices to reduce potential liability in delivering child care resource and referral services, such as issuing verbal and written disclaimers emphasizing that "referrals" are not recommendations and that final decisions regarding placement of children in care rests with the parent.

10. Organization has policies and procedures in place for addressing grievances between parents and the CCR&R, or between the providers and the CCR&R.

11. Organization has written personnel policies and regular staff training.

12. Organization has sound business management, including liability insurance coverage and policies and procedures which limit liability risks.

13. Organization is willing to cooperate with central and regional CCR&Rs in other SDAs, as required by the statewide CCR&R system.

Accessibility Standards

1. Based on local need, CCR&Rs will provide a minimum of 25 hours per week of walk-in and/or telephone service in a central location within the service delivery areas.

2. Call forwarding, 800 numbers and answering machines where needed.

3. Publicity for telephone numbers and service hours.

4. Satellite locations where needed.

5. Spanish or other native language spoken where applicable.

Fee Policy

1. There will be no fees to parents for "regular" referral services which include counseling, vacancy checks, and sending a brochure regarding choosing child care.

2. CCR&R organizations may charge fees for "enhanced" referral services which include sending a booklet regarding child care, advertising when care is not available from data base and ongoing followup.

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29. Office of Child Care Services, Colorado Department of Social Services.

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AGENCIES

Arizona Association of Family Day Care Providers, 1631 E. Guadalupe, Ste. 201, Tempe, AZ, 85283.

Arizona Child Care Association, 540 W. Iron Street, Ste. 104, Mesa, AZ, 85210.

Arizona Department of Economic Security, ACYF, 1400 W. Washington, Washington, Phoenix, AZ, 85007.

Arizona Department of Education, 1535 W. Jefferson, Phoenix, AZ, 85007.

Arizona Department of Health Services, 1740 W. Adams, Phoenix, AZ, 85007.

Association for Supportive Child Care, 2150 S. Rural, Ste. J, Tempe, AZ, 85282.

California Child Care Referral Network, 809 Lincoln Way, San Francisco, CA, 94122.

Colorado Office of Child Care Services, Colorado Department of Social Services, Denver, CO, 80203.

Community Information and Referral Services, 1515 E. Osborn Rd., Phoenix, AZ, 85012.

Family Service Agency, 1530 E. Flower, Phoenix, AZ, 85012.

Summa Associates, Inc., 735 E. Guadalupe Rd., Tempe, AZ, 85282.

Tucson Association for Child Care, 1030 E. Alvernon Way, Tucson, AZ, 85711.

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APPENDICES

APPENDIX A. Definition of Terms

APPENDIX B. Child Care Need by DES District

APPENDIX C. Child Care Need by DES District and County--1990

APPENDIX D. Licensed Center Care Special Populations by DES District and County

APPENDIX E. DES and DHS Certified Family Child Care and DES Certified In-Home Care by DES District and County

APPENDIX A

DEFINITION OF TERMS

For the purposes of this document, certain child care related terms are defined as follows:

1. Age Groupings in Center Care: (according to Department of Health Services Licensing Regulations):

   Infant: any child twelve months of age or younger, or up to 18 months and not walking

   Toddler: one-year olds

   2-year olds
   3-year olds
   4-year olds
   5-year olds

   School-Age: children who are at least five years old by January 1 of the current school year and who attend public school or the equivalent.

2. Au pair: A form of "nanny" or in-home care, often provided by young women from countries outside the United States who usually have received special training for their service.

3. Arizona Department of Economic Security (DES). The state agency which contracts with child care centers and family child care homes to subsidize child care services to families which qualify through the Administration for Children, Youth and Families. DES has a program for the certification of family day care homes and in-home caregivers.

4. **Arizona Department of Education (ADE)**. The state agency which administers the Child and Adult Care Food Program (CACFP) through its Child Nutrition Programs. The CACFP is a federally funded program for children in child care centers and in family day care homes.

5. **Arizona Department of Health Services (DHS)**. The state agency which licenses child care centers and group day care homes out of its Office of Child Day Care Licensing.

6. **Caregiver**. A person who cares for children. Often used to refer to the "provider" in a family day care setting, the teacher or teacher-aide in center care or the person who provides care in a child's own home.

7. **Center Care**. In Arizona law, a child care center provides care for five or more children in any facility for compensation for less than 24 hours a day.

8. **Child and Adult Care Food Program (CACFP)**. A program of the United States Department of Agriculture. Funded under the School Lunch Act, this program reimburses child care providers, in both center and family care, for nutritious meals served to children in care. In Arizona, this program is administered by the Arizona Department of Education. The name of this program was changed in 1990 from Child Care Food Program to Child and Adult Care Food Program.

9. **Child Care Resource and Referral (CCR&R) Agency**. An agency which provides CCR&R services to help parents find child care and to develop child care resources.

10. **Counseling**. Used in CCR&R to refer to conversations in person or by telephone between parents and parent counselors in the CCR&R setting to explore family child care needs, options and resources. Specific skills are required of parent counselors.

11. **Dependent Care Assistance Program (DCAP)**. A program for employees which allows them to designate pre-tax dollars from their income to be placed in a fund for their use for child care, medical and other allowable expenses.

12. **Early Childhood**. The period of a person's life from birth through eight years of age.

13. **Enhanced Referral Services**. Services which include features beyond those provided under "regular" services. For example, placement of a child, advertisement, or other out of the ordinary efforts to meet a parent need.

14. **Exempt Care**. According to state law, Title 36, the following care is exempt from state licensing: 1) in the homes of parents or blood relatives; 2) in religious institutions conducting a nursery in conjunction with religious services; 3) in a unit of the public school system; 4) in a regularly organized private school engaged in an educational program which may be attended in substitution for public school; 5) in any facility that provides training only in specific subjects, including dancing, drama, music, self-defense or religion; 6) in any facility that provides only recreational or instructional activity to school-age children who may come to and go from such facility at their own volition.

15. **Extended Day Care**. Care provided before or after school or during holidays in a child care center, school or home.

16. **Family Child Care** (Home-based Child Care, Family Day Care). This is child care provided for compensation for less than 24 hours a day in a home other than the home of the child. In Arizona two forms of family child care are legal. In the first instance, providers may care for up to four children, not related to themselves, with no regulatory requirements. In the second instance, state law in 1988 established a category of "group" family care in which a person may care for five to ten children in a residential facility (home) and must be certified by the Arizona

Department of Health Services. (This number increases to twelve in September 1990.)

17. **In-Home Care**. Care provided in the child's own home by a "nanny," baby sitter, au pair or other provider.

18. **Lawful Child Care**. Any care which is operated within the law. In Arizona, this includes in-home care; family child care in which four or fewer children are in care; "group" care in which five to ten children are in care with a second caregiver in place for six to ten children; licensed center care; exempt center care in such places as military bases, Indian reservations, and programs operated within a public school system.

19. **Provider**. A person or facility which provides child care. Refers to a teacher, teacher-aide, family caregiver, center owner or director, or a center.

20. **Nanny Services**. In-home child care, both short- and long-term, with services often arranged through a registry. Nannies usually have received specialized training for their services.

21. **Regular Services**. Those services provided by a CCR&R to the general public, at no cost to the parents. This includes counseling, vacancy checks and list of potential child care providers--either centers or homes.

22. **Request for Proposal (RFP)**. A process for issuing specifications for a service to be performed and asking potential providers of that service to respond with a work plan and costs.

23. **School-Age**. Refers to children of the age at which they could be enrolled in school, up to age thirteen.

24. **Service Delivery Area (SDA)**. A geographical area identified for management purposes for the purchase and delivery of services.

25. **Service Provider**. An organization contracting with a state agency, such as local CCR&R agencies or the CCR&R Resource/Support Center.

26. **Sick Child Care**. Care for mildly ill children, in their own home, in family day care or in a hospital setting. In Arizona, when children become ill while in center care, they must be isolated and the parent or guardian called to remove the child.

27. **Vacancy Checks**. When a CCR&R agency calls a center, or more commonly, a family child care home, to see if they have an opening for a specific child--before referring the center or home to a parent.

APPENDIX B

CHILD CARE NEED BY COUNTY--1990(1)
(CHILDREN 0-12 AND WORKING MOTHERS)
BY COUNTY AND DES DISTRICT

DES DIST	COUNTY	TOTAL POPULA	CHILDREN 0-12		WORKING MOTHERS		TOTAL NEED
			POPULA UNDER 6	POPULA 6-12	WITH CHIL UNDER 6	WITH CHIL 6-12	
I	Maricopa	2,132,975	203,337	199,098	115,902	137,378	253,280
II	Pima	692,371	62,618	62,114	35,692	42,858	78,550
III	Apache	69,739	10,911	11,589	6,219	7,996	14,215
	Coconino	98,595	11,320	11,332	6,453	7,819	14,272
	Navajo	85,715	12,470	12,677	7,108	8,747	15,855
	Yavapai	101,851	7,328	7,598	4,177	5,243	9,420
IV	La Paz	15,058	1,050	1,416	599	977	1,576
	Mohave	90,304	6,979	7,512	3,978	5,183	9,161
	Yuma	99,585	10,484	11,341	5,976	7,825	13,801
V	Gila	42,983	4,127	4,585	2,352	3,164	5,516
	Pinal	114,771	11,927	12,471	6,798	8,605	15,403
VI	Cochise	105,252	10,363	11,610	5,907	8,011	13,918
	Graham	26,643	3,242	3,146	1,848	2,171	4,019
	Greenlee	8,506	1,109	1,001	632	691	1,323
	Santa Cruz	29,925	3,601	3,838	2,053	2,648	4,701
	TOTAL	3,714,273	360,866	361,328	205,694	249,316	455,010

(1) Baseline Projections, Mountain West Research, June 6, 1989; calculated using percentages from Table 1.

APPENDIX C

LICENSED CENTER CARE DECEMBER 1989 BY COUNTY AND DES DISTRICT

DES DIST	COUNTY	# CENTERS(1)	TOTAL SPACES(1)	#DES CENTER CONTRACTS(2)	# HEAD START(3)
I	Maricopa	681	59,080	408	1,799
II	Pima	224	20,325	181	774
III	Apache	8	293	4	0
	Coconino	26	1,437	23	580
	Navajo	9	508	6	0
	Yavapai	31	1,691	20	0
IV	La Paz	3	107	with Yuma	220
	Mohave	18	1,229	0	0
	Yuma	19	1,463	15	220
V	Gila	10	331	7	60
	Pinal	16	856	12	260
VI	Cochise	20	1,254	10	0
	Graham	5	172	2	0
	Greenlee	1	45	0	0
	Santa Cruz	10	474	1	0
	TOTAL	1,081	89,265	689	3,693

(1) Department of Health Services, December 1989.
(2) Department of Economic Security, December 1989. DES contracts with centers to care for children eligible for government subsidy of care.
(3) Head Start programs are licensed by DHS and are included in the total numbers of centers and center spaces.

APPENDIX D

LICENSED CENTER CARE DECEMBER 1989
INFANT/TODDLER CARE
EVENING, NIGHT TIME, SPECIAL POPULATIONS(1)
BY COUNTY AND DES DISTRICT

DES DIST	COUNTY	TOTAL SPACES(1)	INFANT SPACES NUMBER	%	TODDL SPACES NUMBER	%	EVENI CARE	NIGHT TIME	SPEC POP
I	Maricopa	59,080	1,506	5.5	4,063	6.9	37	13	213
II	Pima	20,325	433	2.1	1,126	5.5	9	2	50
III	Apache	293	6	2.0	13	4.4	1	0	4
	Coconino	1,437	11	.8	59	4.1	0	0	12
	Navajo	508	0	0.0	18	3.5	0	0	7
	Yavapai	1,691	28	1.7	109	6.4	1	1	8
IV	La Paz	107	0	0.0	0	0.0	0	0	1
	Mohave	1,229	40	3.3	124	0.1	2	2	13
	Yuma	1,463	55	3.8	103	7.0	0	0	5
V	Gila	331	4	1.2	19	5.7	2	0	2
	Pinal	856	53	6.2	127	14.8	0	0	7
VI	Cochise	1,254	0	0.0	28	2.2	1	1	9
	Graham	172	0	0.0	21	12.2	0	0	3
	Greelee	45	0	0.0	0	0.0	0	0	0
	Santa Cruz	474	0	0.0	0	0.0	0	0	3
	TOTAL	89,265	2,136	2.4	5,810	6.5	53	19	337

(1) Total, Infant, Toddler Spaces: Department of Health Services, December 1989.
Evening, Night Time and Special Needs: Department of Health Services, October 1989.

APPENDIX E

CERTIFIED FAMILY CHILD CARE and DES IN-HOME CHILD CARE DHS--AUGUST 90 DES--DECEMBER 89						
DES DIST	COUNTY	DHS CERT. HOMES (1)	DHS CERT. SPACES	DES CERT. HOMES (2)	DES CERT. SPACES	DES IN-HOME
I	Maricopa	12	120	168	672	8
II	Pima	2	20	421	1,684	32
III	Apache	0	0	23	92	0
	Coconino	0	0	78	312	2
	Navajo	0	0	38	152	3
	Yavapai	0	0	29	116	2
IV	La Paz	0	0	(included with Yuma)		
	Mohave	0	0	21	84	1
	Yuma	0	0	125	500	6
V	Gila	0	0	44	176	3
	Pinal	1	10	69	276	1
VI	Cochise	2	20	89	356	9
	Graham	0	0	23	92	5
	Greelee	0	0	12	48	0
	Santa Cruz	0	0	32	128	2
	TOTAL	17	170	1,172	4,688	74

(1) Department of Health Services, August 1990.
(2) Department of Economic Security, December 1989.

CHILDREN'S ACTION ALLIANCE

The Children's Action Alliance is a statewide non-profit organization that works on behalf of Arizona's children through research, education and advocacy. Our goal is to increase understanding of the high economic and social stake that we have in what happens to our children.

The Alliance's work is focused primarily on vulnerable children and families and includes a broad range of issues and collaborative efforts to create a prudent investment in Arizona's youngest citizens. The Board of Directors is made up of business and community leaders who believe that the quality of life of our state's children is the most important determinant of Arizona's future.

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